

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
A+ Care Solutions, Inc.	West	Day-Residential, Personal Assistance	4/19/12	NA	SC	SC	PC	SC	SC	SC	SC	PC	SC	Proficient
AdvanceCare Health Services	Middle	Day-Residential, Personal Assistance	4/25/12	NA	PC	SC	SC	SC	SC	SC	SC	SC	PC	Proficient
Anchor for Life, Inc.	West	Day-Residential	4/5/12	NA	PC	MC	MC	PC	SC	SC	SC	MC	MC	Significant Concerns
Angela's Path to Achievement	Middle	Day-Residential	1/30/12	NA	SC	SC	SC	SC	SC	SC	NA	SC	SC	Exceptional Performance
Arc of the Mid-South	West	Day-Residential, Personal Assistance	4/26/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Behavioral Services of Tennessee	West	Day-Residential	5/31/12	NA	SC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
Binta's Song	East	Personal Assistance	5/7/12	NA	SC	SC	SC	SC	SC	NA	NA	SC	SC	Exceptional Performance
Bobbi's Way, Inc.	East	Day-Residential	5/10/12	NA	PC	SC	PC	PC	SC	SC	SC	SC	SC	Proficient
Breakthrough Corporation	East	Day-Residential, Personal Assistance	5/29/12	NA	PC	SC	PC	PC	SC	SC	PC	PC	PC	Fair
Bubba's Better Life, Inc.	West	Day-Residential	3/1/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Buffalo River Services, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	2/24/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Care Focus, Inc.	West	Day-Residential, Personal Assistance	2/10/12	NA	SC	PC	PC	SC	SC	SC	SC	SC	SC	Proficient
Care Focus, Inc.	East	Day-Residential, Personal Assistance	3/1/12	NA	SC	SC	PC	SC	SC	SC	SC	SC	SC	Proficient
Chris' Home, Inc.	Middle	Day-Residential	1/17/12	NA	SC	PC	SC	SC	SC	SC	SC	PC	SC	Proficient
Comcare, Inc.	East	Day-Residential, Behavioral	3/16/12	NA	PC	SC	SC	PC	SC	SC	SC	PC	SC	Proficient
Community Behavioral Services	west	Behavioral	5/30/12	NA	SC	PC	SC	NA	SC	NA	NA	PC	SC	Proficient
Community Developmental Services, Inc.	West	Day-Residential, Personal Assistance	4/13/12	NA	SC	SC	SC	PC	SC	SC	SC	PC	PC	Proficient
Community Options, Inc.	Middle	Day-Residential, Personal Assistance	4/13/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Complete Care Choices	East	Nursing	2/10/12	NA	MC	NC	SC	PC	SC	NA	NA	MC	SC	Significant Concerns
Complete Care Choices	Middle	Nursing	5/4/12	NA	PC	SC	PC	PC	SC	NA	NA	PC	SC	Fair
Comprehensive Services of Tennessee	West	Day-Residential, Personal Assistance	1/27/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance

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Connexus, Inc.	Middle	Day-Residential, Personal Assistance	4/17/12	NA	PC	PC	SC	PC	SC	SC	SC	PC	SC	Fair
Core Services of Northeast Tennessee	East	Day-Residential, Personal Assistance	3/28/12	NA	PC	SC	SC	PC	SC	SC	PC	SC	SC	Proficient
Corner Stone Personal Care Services, LLC	East	Day-Residential, Personal Assistance	3/1/12	NA	SC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient
Courtney, Inc.	East	Personal Assistance	4/20/12	NA	PC	SC	SC	PC	SC	NA	NA	SC	SC	Proficient
CSI Caregiver Services of Tennessee	Middle	Day-Residential, Personal Assistance	4/27/12	NA	PC	PC	PC	PC	SC	NA	SC	SC	SC	Fair
Cumberland Community Options, Inc.	Middle	Day-Residential	4/4/12	NA	SC	PC	PC	PC	SC	SC	SC	PC	PC	Fair
Developmental Services of Dickson County	Middle	Day-Residential, Personal Assistance	3/16/12	NA	SC	SC	SC	PC	SC	SC	SC	PC	SC	Proficient
Elite Behavior Analysis	East	Behavioral	2/3/12	NA	SC	PC	PC	NA	SC	NA	NA	SC	SC	Proficient
Evergreen Presbyterian Ministries, Inc.	East	Day-Residential, Personal Assistance, Behavioral, Nursing	2/16/12	NA	MC	MC	MC	PC	SC	SC	SC	MC	PC	Significant Concerns
Evergreen Presbyterian Ministries, Inc.	West	Day-Residential, Personal Assistance	3/13/12	NA	SC	PC	SC	SC	SC	SC	SC	SC	MC	Proficient
Franklin County Adult Activity Center	Middle	Day-Residential, Personal Assistance	2/10/12	NA	SC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient
Freedom Co-op	West	Day-Residential, Personal Assistance	2/16/12	NA	SC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Friendship Home Solutions, Inc.	Middle	Day-Residential, Personal Assistance, Nursing, Therapy	2/3/12	NA	PC	SC	PC	PC	SC	SC	SC	PC	PC	Fair
Full Circle Therapy	Middle	Therapy	5/17/12	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Functional Independence	West	Therapy	2/24/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Generations Community Services	West	Day-Residential, Personal Assistance	3/15/12	NA	SC	PC	SC	PC	SC	SC	SC	PC	MC	Fair
Georgia Lee, Inc.	West	Day-Residential	5/15/12	NA	SC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Grosser, Jason	West	Behavioral	3/16/12	NA	PC	SC	SC	NA	SC	NA	NA	PC	SC	Proficient
HATS, Inc.	Middle	Day-Residential, Personal Assistance	5/18/12	NA	SC	SC	PC	PC	SC	SC	SC	PC	SC	Proficient
HCS Investors, LLC	West	Day-Residential, Personal Assistance	2/23/12	NA	SC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient

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Health Angels Staffing	Middle	Day-Residential, Personal Assistance, Nursing	2/24/12	NA	PC	PC	PC	PC	SC	NA	NA	PC	SC	Fair
Hope Services, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	4/13/12	NA	SC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
Independence, Inc.	West	Therapy	4/24/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Independent Opportunities, Inc.	East	Day-Residential	2/8/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Independent Therapy Network	West	Therapy	5/8/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
James Developmental Center	Middle	Day-Residential, Personal Assistance	3/6/12	NA	SC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
Joey's Yacht Club	Middle	Day-Residential	1/31/12	NA	PC	PC	SC	PC	SC	SC	SC	SC	SC	Proficient
Meritan, Inc.	West	Day-Residential, Nursing, Therapy	4/27/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Meritan, Inc.	East	Day-Residential	5/30/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Middle Tennessee Supported Living	Middle	Day-Residential, Personal Assistance, Nursing	4/27/12	NA	SC	PC	PC	MC	SC	SC	SC	PC	PC	Fair
Nicholson Therapies, Inc.	Middle	Therapy	3/16/12	NA	MC	SC	SC	NA	SC	NA	NA	PC	SC	Fair
Nutrition Volitions	West	Therapy	4/17/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Orange Grove Center, Inc.	East	Day-Residential, Personal Assistance, Nursing, Therapy	5/9/12	NA	PC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
Pauline and Thomas Healthcare, Inc.	Middle	Day-Residential, Personal Assistance	3/8/12	NA	SC	MC	SC	PC	SC	SC	SC	PC	MC	Fair
Personal Care Choices	East	Day-Residential, Personal Assistance	5/9/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Pink Coyote, Inc.	East	Day-Residential	5/22/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Prospect, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	3/23/12	NA	SC	PC	SC	PC	SC	SC	SC	PC	PC	Fair
Reaching Visions Today, Inc.	Middle	Day-Residential, Personal Assistance	4/5/12	NA	SC	PC	SC	SC	SC	SC	SC	SC	PC	Proficient
Rehab Resources	Middle	Therapy	4/13/12	NA	PC	SC	SC	NA	SC	NA	NA	SC	PC	Proficient
Resources for Human Development	Middle	Day-Residential	2/16/12	NA	SC	SC	PC	PC	SC	SC	SC	PC	PC	Fair

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RHA Health Services, Inc.	East	Day-Residential, Personal Assistance	4/5/12	NA	PC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
Shelby Residential and Vocational Services, Inc.	West	Day-Residential, Personal Assistance, Behavioral, Nursing	3/28/12	NA	SC	PC	SC	SC	SC	SC	SC	PC	PC	Proficient
Support Solutions of Tennessee, LLC	Middle	Day-Residential, Personal Assistance, Behavioral	3/16/12	NA	PC	SC	SC	PC	SC	SC	SC	PC	PC	Fair
Sympathetic Steps to Success	West	Behavioral	3/26/12	NA	PC	PC	SC	NA	SC	NA	NA	PC	SC	Fair
Tennessee Personal Assistance, Inc.	West	Day-Residential, Personal Assistance	3/29/12	NA	SC	PC	SC	SC	SC	SC	SC	SC	SC	Proficient
Tiara's Haven	West	Day-Residential	2/10/12	NA	SC	PC	SC	SC	SC	SC	SC	PC	PC	Proficient
Tim's Place, Inc.	West	Day-Residential	1/24/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Tri-County Center	East	Day-Residential, Personal Assistance	4/12/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Volunteer Staffing, Inc.	Middle	Day-Residential, Personal Assistance, Nursing, Therapy	5/25/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Waves, Inc.	Middle	Day-Residential, Personal Assistance	4/13/12	NA	SC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
Williams, Nancy	West	Therapy	5/24/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance

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